

Adult Consumer Satisfaction Survey 2006

Scorecard

Agency	Number Served FY2005	Number of Forms Returned	Percent of Clients Sampled	General Satisfaction		Good Service Access		Quality & Appropriateness of Services		Participation in Treatment Planning		Positive Service Outcomes	
Bear River Health Dept.	1,408	13	0.9% *	--	--	--	--	--	--	--	--	--	--
Bear River Mental Health	1,846	240	13.0%	↑	86	↑	88	↑	89	↑	92	↓	61
Central Utah	929	160	17.2%	↑	91	↑	90	↑	86	↑	88	↑	67
Davis County	2,737	149	5.4%	↑	91	↑	86	↑	90	↑	91	↓	67
Four Corners	2,004	147	7.3%	↑	92	↓	87	↓	77	↑	86	↑	75
Heber Valley Counseling	255	26	10.2%	→	100	↓	92	↑	89	↓	96	↑	73
Northeastern	1,227	37	3.0%	↓	89	↓	95	↓	92	↓	94	↓	73
Salt Lake County	7,024	739	10.5%	→	84	↓	74	↓	83	↑	85	→	80
San Juan	524	17	3.2% *	--	--	--	--	--	--	--	--	--	--
Southwest	2,101	239	11.4%	↑	88	↓	80	↓	86	↑	89	↑	74
Utah County	1,509	372	24.7%	↑	89	→	80	→	90	↑	93	↑	90
Valley Mental Health	12,972	1,005	7.7%	→	83	↑	76	↓	77	↑	80	↓	65
Wasatch	3,877	214	5.5%	↑	87	↑	79	↓	77	↑	80	→	67
Weber	5,667	334	5.9%	↑	85	↑	89	↓	83	↑	86	↓	71
Statewide Average	44,080	3,692	8.4%	↑	86	→	80	↓	83	↑	86	↓	73
National Average (2005)					88		84		85		83		71

* Insufficient sample rate.

Youth Satisfaction Survey 2006

Agency	Number Served FY2005	Number of Forms Returned	Percent of Clients Sampled	General Satisfaction		Good Service Access		Cultural Sensitivity		Participation in Treatment Planning		Positive Service Outcomes	
Bear River Health Dept.	155	2	1.3% *	--	--	--	--	--	--	--	--	--	--
Bear River Mental Health	886	44	5.0%	↑	80	↑	74	↑	84	↑	68	↑	55
Central Utah	567	31	5.5%	↑	84	↑	73	↑	87	↑	71	↓	74
Davis County	1,247	9	0.7% *	--	--	--	--	--	--	--	--	--	--
Four Corners	364	35	9.6%	↑	67	↑	74	↑	82	↑	73	↑	77
Heber Valley Counseling	24	3	12.5% *	↑	100	↑	100	↑	100	↑	100	↑	100
Northeastern	594	5	0.8% *	--	--	--	--	--	--	--	--	--	--
Salt Lake County	1,379	119	8.6%	↑	89	↓	67	↑	95	↑	87	↑	83
San Juan	274	1	0.4% *	--	--	--	--	--	--	--	--	--	--
Southwest	1,412	40	2.8%	↓	71	↓	87	↓	84	↓	81	↓	63
Utah County	206	24	11.7%	↑	92	↑	50	↑	92	↑	88	↑	92
Valley Mental Health	5,312	403	7.6%	↑	74	↑	67	↑	83	↑	58	↑	71
Wasatch	1,595	57	3.6%	↓	77	↓	87	↓	89	↓	71	↓	76
Weber	1,739	52	3.0%	↓	79	↓	78	↓	83	↓	82	↓	73
Statewide Average	15,754	825	5.2%	↑	77	↑	71	↑	85	↑	63	↑	73
National Average (2005)					81		82		91		86		73

* Insufficient sample rate.

* Trend data unavailable for previous year.

Youth Satisfaction Survey (Family) 2006

Agency	Number Served FY2005	Number of Forms Returned	Percent of Clients Sampled	General Satisfaction		Good Service Access		Cultural Sensitivity		Participation in Treatment Planning		Positive Service Outcomes	
Bear River Health Dept.	155	0	0.0% *	--	--	--	--	--	--	--	--	--	--
Bear River Mental Health	886	71	8.0%	↑	87	↑	96	↓	39	↑	94	↑	59
Central Utah	567	27	4.8% *	--	--	--	--	--	--	--	--	--	--
Davis County	1,247	14	1.1% *	--	--	--	--	--	--	--	--	--	--
Four Corners	364	26	7.1%	↑	89	↑	85	↓	85	↓	73	↑	69
Heber Valley Counseling	24	1	4.2% *	--	--	--	--	--	--	--	--	--	--
Northeastern	594	12	2.0% *	--	--	--	--	--	--	--	--	--	--
Salt Lake County	1,379	40	2.9%	↓	70	↓	87	↓	71	↓	55	↓	80
San Juan	274	0	0.0% *	--	--	--	--	--	--	--	--	--	--
Southwest	1,412	112	7.9%	↓	76	↑	89	↓	89	↑	86	↑	54
Utah County	206	13	6.3%	↑	92	↑	92	↑	92	↓	62	↑	77
Valley Mental Health	5,312	423	8.0%	↑	88	↑	82	↑	91	↑	82	↑	67
Wasatch	1,595	45	2.8%	↓	84	↓	85	↓	90	↓	74	↓	49
Weber	1,739	39	2.2%	↓	95	↓	92	↓	100	↓	82	↓	62
Statewide Average	15,754	823	5.2%	↑	85	↑	85	↑	90	↑	82	↑	65
National Average (2005)					81		82		91		86		73

* Insufficient sample rate.

Green = Percentage meets or exceeds the higher of the National Average or the Statewide Average (percentage used as the target is bolded).

Yellow = Percentage between the National Average and Statewide Average.

Red = Percentage below the lesser of the National Average or Statewide Average (percentage used as the target is bolded).

↑ ↓ Trend from prior year. → No change from prior year.

Chart results are based on round numbers.